

Dec. 1999

Ricoh receives Japan Quality Award

The Ricoh Group is committed to building a management system that allows business to create the value expected by customers in cooperation with them while maintaining a competitive edge over the long term.

As one of the relevant approaches taken, the Group started to work on developing a customer satisfaction-oriented management system, and in December 1999, we received the Japan Quality Award in recognition of these efforts. Gaining momentum from this commendation and acknowledgement, we began to globally expand the management quality reform initiatives for improving customer satisfaction while maintaining competitiveness. At each Group company both in and outside Japan, the responsible division carries out evaluations of management quality and implements necessary improvements.



Masamitsu Sakurai, Ricoh's president (right), accepting the Japan Quality Award (1999)



JQA trophy and award plaque